

# Q&A from the No Wrong Door August Monthly Webinar

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## *Questions for Wisconsin Regarding Medicaid Administrative Claiming:*

**Question:** Does the Medicaid reimbursement cover the Level 1 screening?

**Answer:** Yes.

**Question:** How are Older Americans Act Title III funding and I&A services incorporated into Wisconsin's model?

**Answer:** Aging and Disability Resource Centers and Older Americans Act Title III I&A services are coordinated on the local level. Many of the ADRCs are also the Title III I&A provider for their area. Coordination also occurs between the ADRC and the National Family Caregiver Support Program (NFCSP). That said we do not expect there to be a duplication of services, nor our agencies allowed to use Title III funds as match to the Medicaid funding. 100% time reporting would separate out activities so that when providing services that are funded by Title III time/costs are identified and reimbursed from the Title III funding and not charged to the Medicaid funding.

**Question:** How do Wisconsin agency staff members enter time? What system(s) is used?

**Answer:** The staff at the ADRC's use an excel based workbook that has been set up to track staff time in 15 minute increments for all paid time. This workbook was approved as part of our request for Medicaid funding for ADRC activities. Wisconsin is looking to possibly change to a Random Moment Time Study instead of 100% time reporting in the coming year. As for the staff in the Office for Resource Center Development here at Wisconsin's Department of Health Services our reimbursement is based on the combined quarterly results of the ADRCs and staff at the State level complete 100% time reporting (but not the same form as the ADRCs).

## *Questions for Massachusetts Regarding State Funding:*

**Question:** What specific outcome measures were used for the Options Counseling?

**Answer:** Our Options Counseling Quarterly Report template is now posted to the [Planning Grants Webpage](#). This contains a list of the data elements that we collect. Each consumer who receives options counseling is assigned one outcome only, based on the original site where they received options counseling and their situation 30 days after the cessation of options counseling cycle.

**Question:** How many clients were served by the first 3 pilot ADRC annually?

**Answer:** 698 consumers received counseling over the course of the first year of the pilot, which was conducted in the Northeast/Greater Boston region of the state.

**Question:** Was the \$2.5 million used to fund staff to do OC?

**Answer:** The \$2.5 million is allocated to ADRCs to hire options counseling staff, and to cover their administrative, and related costs.

### *Questions for Connecticut Regarding VD-HCBS Business Models*

**Question:** Are the AAA service providers actually doing case management under the HCBS waiver, and the other elder and physical disability waiver in Connecticut?

**Answer:** Yes, Connecticut revised the reimbursement system and just initiated a tiered system of care management in which levels of care management intervention vary by client. There are three “tiers” requiring various levels of care management intervention/activity. The daily case management reimbursement is dictated by the tier. There is also a self-directed level in which we only complete an annual visit with the client for which we are reimbursed. For the PCA Waiver program (soon to change) there is also a system of tiered case management.

**Question:** Does the Department of Veterans Affairs (VA) pay for person-centered planners/support brokers on a per hour basis or other basis?

**Answer:** The local VAMC pays a monthly bundled fee that reimburses for the person-centered planner/support brokers. We also pay the FI fees out of this reimbursement.

**Question:** Can you share the policies and procedures manual for the program?

**Answer:** The Program Operations Manual and Participant Handbook are now posted the [Planning Grants Webpage](#).

### *Questions for Virginia Regarding Public-Private Partnerships*

**Question:** which vendor are you using? or built in-house? I did not hear the name of the public technology partner. Would you please provide in writing?

**Answer:** PeerPlace (out of Rochester, NY) has been our IT partner in the development of CRIA (Communications, Referral, Information and Assistance) and the larger NWD System. They have been great to work with! I would consider them much more of a partner than a vendor. Best PeerPlace contacts for more information are Todd Baitsholts (toddb@peerplace.com) and Eric Frey (efrey@peerplace.com).

**Question:** Are the resources included in the provider database available to be accessed online by the public?

**Answer:** Yes, I didn't go into much detail around this but the single provider database feeds a number of consumer websites under the VirginiaNavigator umbrella: <http://www.VirginiaNavigator.org>, <http://www.SeniorNavigator.org>, and <http://www.disAbilityNavigator.org>. They can also be accessed through the Commonwealth's public portal: <http://www.EasyAccess.Virginia.gov>.